



Quick Guide to Correcting Duplicate ShelterPoint Entry/Exits

ShelterPoint automatically creates an Entry/Exit when you check clients into shelter. If you do not use this workflow, you may end up with duplicate Entry/Exits

To correct these duplicates, you must delete and then recreate the Shelter Stay.

This Quick Guide will walk you, step-by-step, through the process of correcting duplicate Entry/Exits.

- 1 Log into ServicePoint, and be sure you are entering data as the appropriate provider
- 2 Access the client profile, then click on the **Entry/Exit** tab.
- 3 Click on the **trash cans**  to delete both **Entry/Exits**.

Entry / Exit							
	Program	Type		Entry Date	Exit Date	Client Count	
	Housing Stabilization Services-Shelter/Hotel (71)	HUD		02/10/2012		02/23/2012	 
	Housing Stabilization Services-Shelter/Hotel (71)	HUD		02/10/2012			 

3

- 4 Click on **Service Transactions** (large tab).
- 5 Click on **View Shelter Stays** (icon).

Client Information **4** Service Transactions

Service Transaction Dashboard


Add Need


Add Service


Add Multiple Services


Add Referrals


View Previous Service Transactions

5 
View Shelter Stays


View Entire Service History

6 Write down the **Start Date** and **End Date** (if applicable) of the shelter stay.

Previous Shelter Stays					
		Start Date	End Date	Provider	Unit List
		02/10/2012	02/23/2012	Housing Stabilization Services-Shelter/Hotel	Overflow and Voucher-Holiday Inn-Gaithersburg
Showing 1-1 of 1					

7 Click on **Needs** (small tab).

Client Information

Service Transactions

7 Needs

Services

Referrals

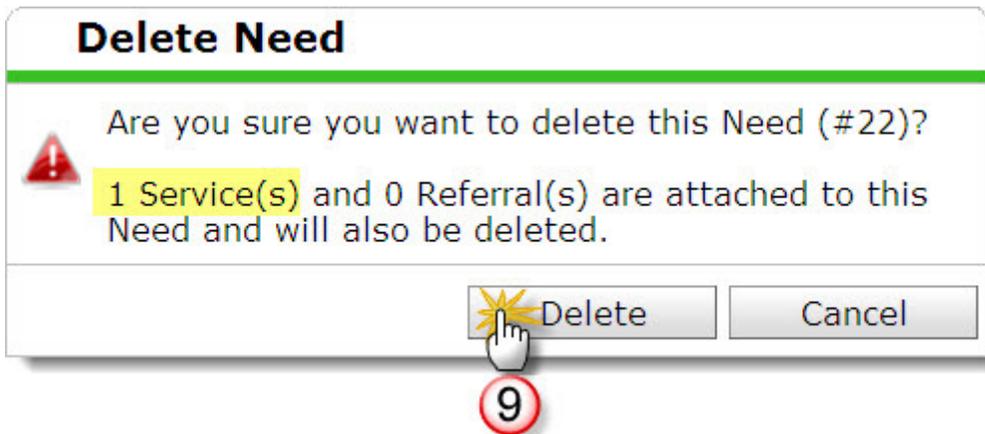
Shelter Stays

Entire Service History

8 Click on **trash can** to delete the Need.

Previous Needs								
				Date Set	Need Type	Need Provider	Outcome	Need Status
				02/10/2012	Homeless Motel Vouchers	Housing Stabilization Services-Shelter/Hotel	Fully Met	Closed
Add Need				Showing 1-1 of 1				

- 9 Click on **Delete** to confirm.
Note: *Deleting a need also deletes the associated service transaction(s).*



- 10 Click on **Client Information** (large tab at the top of the page), and then 11 Households.



- 12 Click on the **name** of the next member of the Household.

(1) Two Parent Family

Name	Age	Head of Household	Relationship to Head of Household	Joined Household
(13) Duck, Donald	78	Yes	Self	07/01/2012
(14) Duck, Daisy	72	No	Wife	07/01/2012

Manage Household

Repeat steps 2 through 12 until all Entry/Exits and Shelter Stay Needs have been removed from all household members.

In **ShelterPoint**, check the client and household into shelter.

- Be sure to use the appropriate Entry and Exit (if applicable) dates.
- Be sure to include all household members who were in shelter in the check in.